ENTERPRISE TECHNOLOGIST

DISTINGUISHING FEATURES

The fundamental reason the Enterprise Technologist position exists is to oversee the planning, coordination, and budgeting of highly technical tasks associated with the installation and maintenance of software systems specifically appropriate to the City's computer systems. This position is also responsible to ensure optimum performance and availability of those systems for customers. Work is performed under general supervision of the Enterprise Director.

ESSENTIAL FUNCTIONS:

Coordinates support staff efforts for installing and maintaining all system software for the City's computer systems.

Interfaces with appropriate staff when problems arise that are not clearly system software problems, and follows through to satisfactory resolution.

Ability to manage organizational change. Collect and analyze data in order to make recommendations in report form and verbally to upper management.

Monitors system performance and makes recommendations for corrective actions where results exceed or violate predetermined standards; compares utilization with practical limits of system capacity and identifies and resolves bottlenecks associated therewith; designs and installs procedures to measure system utilization and forecasts future capacity requirements.

Provides technical direction and support, including budget projections, in determining current and future software-hardware needs and data systems design.

Provides for system support on an on-call basis during off duty hours. Communicates with peers/subordinates, customers, vendors, management, etc. to resolve concerns and recommend alternatives.

Provides in-house technical consulting and training to the Computer Operations and Applications Development staff.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities:

Knowledge of:

Windows NT operating systems, local area networks.
Research methods and techniques.
Information technology systems design and programming.
Design specification development.
Data communications security and privacy techniques.
Principles of business system analysis, including the analysis of procedures, equipment, and methods.
Forms design and report design.
I.S. processes, regulations, codes, ordinances and terminology.
Thorough working knowledge of MS Windows, UNIX, and TCP/IP network environments.

Ability to:

Evaluate and resolve customer problems and issues.

Analyze, interpret, and present research findings.
Analyze specifications and instructions to develop appropriate systems and programs.
Prepare design specifications.
Conceive a variety of solutions to functional problems and to reduce abstract ideas to easily understood procedures.
Understand database organization access and retrieval technique.
Debug new and existing programs.

Education & Experience
Any combination of training and experience or coursework leading to a four year college degree or its equivalent in Computer Science or related field, and 3-5 years experience in management of technical systems. Requires a minimum of four years with NT operating systems and local area networks. MCSE certification is highly desirable.

FLSA Status: Exempt   HR Ordinance Status: Unclassified